

OBSERVATION REPORT #61

KPMG observed that the CLEC Handbook and the CLEC Contact Lists on BA's TIS web site do not provide complete process descriptions, contact lists, or help desk numbers.

Issue 61.1

The TISOC processes and contact information contained in the Volumes I and II of the CLEC Handbook on BA's TIS web site are incomplete. Section 5.3 of Volume II- Help Desk and Assistance Information, refers users to Volume I Section 8.1 for additional information regarding the "TISOC group and hours of operation." The information in Section 8.1, however, is incomplete. Examples of missing, incomplete, or outdated information are:

- New England UNE Loop Center contacts
- UNE DSL & Premium Loop Center contacts
- Description of the TISOC process in either Section 5.3 or 8.1
 - The other sub-sections of Section 5.3 include organizations' responsibilities and examples of which problems would be addressed to each
- TISOC hours of operation

Issue 61.2

The CLEC Contact list located on the BA Wholesale web site (http://www.bellatlantic.com/wholesale/html/con_clec_list.htm) is incomplete. Examples of missing, incomplete, or outdated information include:

- New England UNE Loop TISOC contacts
- UNE DSL & Premium Loop TISOC contacts
- Management levels (1st, 2nd) used in the documented escalation process (http://www.bellatlantic.com/wholesale/html/res_escalate_clec.htm) which links to this page
- Information on the Ordering (North) Help Desk or on BA System Support

Assessment

Inadequate information about available resources, including TISOC organizations and their responsibilities, may cause uncertainty among CLECs regarding standard procedure. Furthermore, the inconsistent information surrounding the TISOCs may inhibit or delay a CLEC's ability to do business.